

14:31, May 23

Info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available adviser.

14:31, May 23

Info: You're now chatting with Niel.

14:32, May 23

Niel: Hello Hasan

14:32, May 23

Niel: Good Afternoon

14:32, May 23

Niel: Hope you are doing well..

14:32, May 23

Hasan Pathan: thanks

14:33, May 23

Niel: How may I help you today?

14:33, May 23

Hasan Pathan: i want to transfer my number to pay as you go

14:34, May 23

Niel: I will surely check your account and will assist you further.

14:34, May 23

Niel: Can I have your Vodafone mobile number please?

14:34, May 23

Hasan Pathan: 07342639750

14:34, May 23

Niel: Thank you

14:35, May 23

Niel: Please confirm me 1st and 2nd digit of your security PIN?

14:35, May 23

Hasan Pathan: 1

14:35, May 23

Hasan Pathan: 3

14:36, May 23

Niel: I'm sorry that's not matching, please confirm me first two and last two characters of your memorable word?

14:38, May 23

Niel: Please let me know if you need a hint?

14:39, May 23

Hasan Pathan: i mean first is 1

14:39, May 23

Hasan Pathan: and forth is 3

14:40, May 23

Niel: 1st and 2nd digit please\* if your answer is for security PIN.

14:40, May 23

Hasan Pathan: first is 1

14:40, May 23

Hasan Pathan: 2nt is 9

14:41, May 23

Niel: Perfect!!

14:41, May 23

Niel: Thanks for verifying your security details.

14:41, May 23

Hasan Pathan: ok thanks

14:41, May 23

Niel: I can see here your contract end due date is 27/Nov/2017, if you wish to transfer your number to pay as go now you need to pay early termination fee.

14:42, May 23

Hasan Pathan: yes

14:42, May 23

Hasan Pathan: i want to pay

14:42, May 23

Hasan Pathan: how much

14:43, May 23

Niel: In order to arrange to transfer your number to pay as go you need to serve 30 days prior notice. If you serve notice from today you need to pay £78.68 as early termination fee.

14:43, May 23

Niel: Would you like to continue with early termination fee?

14:44, May 23

Hasan Pathan: if i serve 30 days so i need to pay

14:45, May 23

Niel: Yes that's correct, but not today it will be add on your final bill once your number is transfer to pay as go.

14:47, May 23

Hasan Pathan: after pay this amount i need to pay anything else

14:47, May 23

Hasan Pathan: because i am in india

14:47, May 23

Niel: No once your bill is generate this amount will add on your final bill and no further will not generate after that for your pay monthly account.

14:47, May 23

Hasan Pathan: and not have visa

14:48, May 23

Hasan Pathan: nd not have job

14:49, May 23

Hasan Pathan: so any easyness for me

14:49, May 23

Niel: I'm sorry to hear that, I completely understand your situation. Please do not worry once your final bill is paid no further bill will generate

14:50, May 23

Hasan Pathan: i want any consetion because i am not using this sim from last four munth

14:51, May 23

Hasan Pathan: and i will not use in future

14:51, May 23

Hasan Pathan: so why i have to pay this amount

14:52, May 23

Hasan Pathan: this amount is big in india

14:53, May 23

Hasan Pathan: only i want to keep this number for incoming text massege

14:53, May 23

Niel: I completely understand Hasan , however if you wish to cancel your contract before your contract end due date you need to pay early termination fee and we have no authorized to deduct the amount.

14:53, May 23

Hasan Pathan: okay thanks

14:54, May 23

Hasan Pathan: i want to pay now

14:54, May 23

Niel: If you are ready to pay the early termination fee and migrate your number to pay as go let me connect you to our dedicated cancellation team.

14:54, May 23

Niel: Shall I?

14:55, May 23

Hasan Pathan: yes please

14:55, May 23

Niel: Sure please be connected

14:56, May 23

Info: Please wait while you're being transferred to the appropriate team.

14:56, May 23

Info: You're now chatting with Alicia.

14:57, May 23

Alicia: Hello, you're through to Alicia at Vodafone Upgrades & Retentions. Kindly bear with me a few minutes while I read the previous chat and bring myself up to speed :-)

14:57, May 23

Hasan Pathan: yes please

14:58, May 23

Alicia: I am really sorry to learn that you wish to cancel your contract, we respect your decision and choice, however may I know why you wish to cancel your contract?

14:59, May 23

Hasan Pathan: i am in india and i am not using this number for call

14:59, May 23

Hasan Pathan: i have not visa

15:00, May 23

Hasan Pathan: now i am jobless

15:00, May 23

Alicia: Oh! I am really sorry to learn that however please do not worry at all as I will surely check that as well for you and help you with best possible manner.

15:01, May 23

Alicia: You have received a new message from our side with 4 digit code, could you please help me with that code?

15:01, May 23

Hasan Pathan: 2764

15:01, May 23

Alicia: Thank you for confirming.

15:04, May 23

Hasan Pathan: hello sir

15:04, May 23

Alicia: I have checked that you need to place 30 days notice and after 30 days notice your contract will move to pay as you go and once your contract cancel and move to pay as you go then your next bill include £66.06 early termination fee which you can pay right now as well with the help of our billing team.

15:06, May 23

Hasan Pathan: yes i want to pay now

15:06, May 23

Alicia: Hi Hasan, I have shared details, may I know if you are able to read it?

15:07, May 23

Alicia: Thank you for confirming.

15:07, May 23

Alicia: Please allow me few minute so that I place 30 days notice into your account.

15:07, May 23

Hasan Pathan: how much i need to pay at all

15:09, May 23

Alicia: Hasan, I can see that you need to pay line rental amount for this number till Thursday, June 22, 2017, as once we will place 30 days notice then till Thursday, June 22, 2017 your account will run as a normal billing cycle.

15:10, May 23

Hasan Pathan: can i do without notic

15:10, May 23

Alicia: After Thursday, June 22, 2017 you will receive a final bill which will include early termination fee which is £66.06

15:12, May 23

Alicia: Hasan, 30 days is necessary for all our customers as system accept 30 days notice to cancel or move to pay as you go plan.

15:12, May 23

Alicia: Shall I proceed with 30 days notice to cancel your contract and move to pay as you go plan?

15:12, May 23

Hasan Pathan: yes please

15:13, May 23

Hasan Pathan: pay as you go has any charge

15:16, May 23

Alicia: Once I will put 30 days cancellation to move your number to pay as you go number then I will help you to speak with our dedicated pay as you go team who will help you with all your question related to pay as you go plan as we are from the upgrade and retentions so we are not the right person to help you with that information.

15:17, May 23

Alicia: Once you put 30 days notice to cancel account and move to pay as you go then your number will change to pay as you go after 30 days, you will not able to use Vodafone app and Vodafone online account for pay monthly contract and your early termination fee will be after 30 days is £66.06 which is generate in the bill after the disconnection date and you need to pay on the due date and your number will disconnect on Thursday, June 22, 2017 , you also need to pay the bills if there will be any due amount after disconnection date. will that be alright?

15:19, May 23

Hasan Pathan: so please cancel mu number at all

15:20, May 23

Alicia: May I know if you do not wish to move this number into pay as you go?

15:20, May 23

Hasan Pathan: yes i dont to move

15:21, May 23

Alicia: Okay

15:21, May 23

Hasan Pathan: be cause i dont know charg

15:22, May 23

Alicia: Hasan, If you wish then first you can check that with our pay as you go team then you can place 30 days notice.

15:23, May 23

Alicia: May I know if you wish to speak with our dedicated pay as you go team on chat?

15:23, May 23

Hasan Pathan: no

15:23, May 23

Hasan Pathan: please make notice

15:25, May 23

Alicia: Once you put 30 days notice and cancel account then your number will no longer exist with us and you cannot get this number again 07342639750 as it will destroy forever, you will not able to use Vodafone app and Vodafone online account and your early termination fee after 30 days will be £66.06 which is generate in the bill after the disconnection date and you need to pay on the due date and your number will disconnect on Thursday, June 22, 2017, you also need to pay the bills if there will be any due amount after disconnection date. will that be alright?

15:26, May 23

Hasan Pathan: yes

15:28, May 23

5/23/2017

Alicia: Thank you for confirming.

15:32, May 23

Hasan Pathan: hello sir

15:33, May 23

Alicia: Just a moment as I am placing 30 days notice for you.